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ABSTRACT

A study of the reserve materials collection at the Main Library from a usage and cost analysis perspective revealed that 93.7% of all items that circulated could have been circulated an equal number of times through the standard circulation procedure which allows material to be used for seven days. The remaining 6.3% of the material which circulated more than five times in the five-week summer sessions is the only material that merits special attention as a reserve collection. (AB)

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A COST ANALYSIS AND USAGE STUDY OF THE RESERVED MATERIALS COLLECTION OF THE UNIVERSITY OF ARIZONA MAIN LIBRARY

A Paper Presented in Fulfillment
of the Research Requirements
in Library Science 400

to

Dr. Donald C. Dickinson
of the Faculty, University of Arizona

by

Ford Jensen

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INTRODUCTION

There exists on the campus of the University of Arizona a tradition and a myth. This is not, however, a phenomenon peculiar only to the University of Arizona, but exists in a large number of colleges in the United States.

Often traditions are maintained and nurtured out of patriotism and loyalty, when they should in fact be eliminated. Personal preference, intuition, and even hard facts often fail to convince the hearty advocate of tradition that other methods and means might be more desirable. The tradition which is held in such high esteem by so many faculty members, as well as librarians, is the reserve materials collection.

The University of Arizona maintains on its campus reserve materials collections at its Main Library and at the three branch libraries: the Science Division Library, the Music Collection, and the Instructional Materials Collection. The Main Library houses the largest reserve materials collection.

It is the purpose of this research study to examine the reserve materials collection at the Main Library from a usage and cost analysis perspective.

To the knowledge of the writer no study has ever been undertaken to determine the validity of maintaining a reserve

materials collection at the University of Arizona. The study which is being done here covers the First Summer Session, 1971. The study covers only a short portion of the academic year, but the procedures carried out by the reserve materials library staff are similar to those procedures carried out during the year.

PATRONS OF THE RESERVE MATERIALS COLLECTION

The Faculty Member and the Reserve System

Materials which are on reserve are placed there by faculty members for use by the students in their classes. All faculty members are notified by letter (see Appendix A) of the necessary procedures for placing material on reserve. Faculty members return to the library a list of materials (see Appendix B) which they wish to have placed on reserve. The lists are then used to collect from the stacks the books that are to be placed in the reserve collection. All copies of the book possessed by the library are placed in the reserve collection.

The information about the book is then typed on multiple forms (see Appendix C) with copies used for: (1) locator for check out box, (2) insertion into book, (3) reserve room shelf list, and (4) locator for main loan desk.

After all material for the reserve collection, has been properly located on the shelves and proper forms have been

typed, the instructor is notified so that he can then direct his students to the reserve collection.

Books and Xerox copies make up the largest categories of reserve materials placed there by the instructor. Other media which are also placed on reserve include periodicals, government documents, and tests.

During the First Summer Session 149 faculty members representing thirty-two departments made use of the reserve system at the Main Library.

The Student and the Reserve System

Students who wish to make use of the reserve materials look up the desired material in the card catalog trays in the Reserve Room. The students then fill out a "Reserve Book Call Slip" (see Appendix D) with all necessary information. This includes call number, author, and title of the material, as well as user's signature, name, address, matriculation number, and phone number. The call slip is then handed to the reserve materials worker who pages the material and gives it to the patron. The call slip is retained and inserted into a time clock which automatically stamps on the time and date. The call slip is then filed until the material is returned.

When the material is returned, the call slip is retrieved from the filing system. The reserve material is returned to

its proper location, and the call slip is retained for further use in the study.

Reserve materials may be circulated for any of the following periods: two hours, twenty-four hours, three days, or seven days. Generally during the summer, there is no seven day material as the circulation period of the stack material is seven days.

RESERVE ROOM PROCEDURES

Hours of Service

The Reserve Room is open the same hours as the Main Library. During the First Summer Session the hours of service totaled 394. Table I shows the hours on a daily basis.

The regular hours of service were from 7 A.M. to 9 P.M. on Monday through Friday, 9 A.M. to 5 P.M. on Saturday, and 1 P.M. to 5 P.M. on Sunday.

The library was open on a regular basis with the following exceptions:

(1) The library was closed on Sunday, June 13, which was the day immediately preceeding the first day of First Summer Session.

(2) The library was closed Sunday, July 4.

(3) The library was open six hours on Monday, July 5, instead of the regular 14 hours.

Table I

Hours of Service to the Public
of the Reserve Library

Day	Week I	Week II	Week III	Week IV	Week V	Total
Monday	14	14	14	6	14	
Tuesday	14	14	14	14	14	
Wednesday	14	14	14	14	14	
Thursday	14	14	14	14	14	
Friday	14	14	14	14	14	
Saturday	8	8	8	8	8	
Sunday	4	4	0	4	-	
	82	82	78	74	78	394

The Reserve Room Staff

The Reserve Room was manned by one librarian on a full-time basis, a full-time student worker, and several part-time student workers.

The full-time workers were on duty eight hours per day on a Monday through Friday basis. The only exception was the seven hour day on Fridays for the full-time librarian. Table II shows the hours of service of the full-time workers. Students were on duty a total of 13 hours per day, Monday through Friday, eight hours on Saturday and four hours on Sunday. The student workers were on duty a total of 370 hours for the First Summer Session. Table III shows the hours for student workers on duty in the Reserve Room.

The Reserve Room, including all full-time and part-time help, was manned a total of 749 hours during the First Summer Session. Table IV shows the total man hours.

The wages paid for the First Summer Session were computed on a scale of $1.60 per hour for part-time student help, $1.85 per hour for full-time student help, and $2.97 per hour for professional help. The salary of the professional staff member was computed from the yearly salary to a per hour figure. Table V shows the cost of maintaining the Reserve Room in salaries.

Table II

Hours of Service of Full-time Workers
at Reserve Library

Day	Week I	Week II	Week III	Week IV	Week V	Total
Monday	16	16	16	0	16	
Tuesday	16	16	16	16	16	
Wednesday	16	16	16	16	16	
Thursday	16	16	16	16	16	
Friday	15	15	15	15	15	
Saturday	0	0	0	0	0	
Sunday	0	0	0	0	-	
	79	79	79	63	79	379

Table III

Hours of Service to the Public
of Student Workers
at the Reserve Library

Day	Week I	Week II	Week III	Week IV	Week V	Total
Monday	13	13	13	6	13	
Tuesday	13	13	13	13	13	
Wednesday	13	13	13	13	13	
Thursday	13	13	13	13	13	
Friday	13	13	13	13	13	
Saturday	8	8	8	8	8	
Sunday	4	4	0	4	-	
	77	77	73	70	73	370

Table IV

Total Man-Hours to the Public

at the Reserve Library

Day	Week I	Week II	Week III	Week IV	Week V	Total
Monday	29	29	29	6	29	
Tuesday	29	29	29	29	29	
Wednesday	29	29	29	29	29	
Thursday	29	29	29	29	29	
Friday	28	28	28	28	28	
Saturday	8	8	8	8	8	
Sunday	4	4	0	4	-	
	156	156	152	133	152	749

Table V

Cost of Maintaining
the Reserve System in Salaries
Paid to Workers

Day	Week I	Week II	Week III	Week IV	Week V	Total
Monday	59.36	59.36	59.36	9.60	59.36	
Tuesday	59.36	59.36	59.36	59.36	59.36	
Wednesday	59.36	59.36	59.36	59.36	59.36	
Thursday	59.36	59.36	59.36	59.36	59.36	
Friday	56.39	56.39	56.39	56.39	56.39	
Saturday	12.80	12.80	12.80	12.80	12.80	
Sunday	6.40	6.40	---	6.40	---	
	313.03	313.03	306.63	263.27	306.63	1506.55

Recording the Use of Reserve Materials

The time clock which is used for recording the time and date on the call slip is equipped with a counter which records each use. Table VI shows the daily count of the use of this time clock. It should be noted that these numbers indicate every use of the time clock, which is not necessarily a patron use of reserve material. Also checked out on the time clock are materials which go to repair or to other locations within the library.

The reserve collection is also made up of some materials which are not checked out by the time clock. These also have been included in the totals in Table VI.

Instructor-Placed Tests

During the course of the summer session a total of 294 tests were checked out from the reserve materials collection. The instructor-placed tests which are checked out by the students are included in the figures of Table VI, but are not included in Table VII mentioned later in the paper.

Usuage of Reserve Collection Materials

After the first week of the summer session, when it was assumed that all lists had been submitted by the instructors, a complete list of the Reserve Room shelf list was made. The shelf list of all reserve materials included 5187 items

Table VI

Use of Reserve Materials

Day	Week I	Week II	Week III	Week IV	Week V	Total
Monday	202	310	328	107	260	
Tuesday	250	311	267	255	227	
Wednesday	311	276	154	253	200	
Thursday	286	386	229	251	208	
Friday	255	245	160	148	60	
Saturday	99	142	52	90	12	
Sunday	81	71	(Closed)	226	--	
	1484	1741	1190	1330	967	6712

which came from a total of 1883 titles. These items included books, periodicals, government documents, and Xerox copies.

Each day the call slips, which had been presented for use of materials, were retained. The slips were combined on a Sunday to Saturday basis and recorded by tally marks on the shelf list. After the five weeks of the summer session were over, the tally marks were totaled to give a total for each item on the shelf list.

Table VII shows the number of uses of each of the items. Table VII can be easily understood by looking down the left hand column which shows the number of times items were used, the number in column two represents the number of items used these times, and the fourth column shows the cumulative percentage. The third column shows the percentage of the total. For example, if we are interested in information on items that circulated five times or less, we look in column one for "Items used 5 times." Under column two we find sixty-eight items circulated five times, under column three we see that sixty-eight represents 1.3% of the total, column four shows that 93.7% of the items circulated five times or less.

At this point in the study it might be of interest to examine the accusations made in the introduction. It should be quite obvious to the reader that the reserve system is certainly not being properly utilized in the case of the

Table VII

Summary of Reserve Usage

	Number	Percentage	Cumulative Percentage
Items not used	3681	73.1	73.1
Items used 1 time	485	9.6	82.7
Items used 2 times	266	5.3	88.0
Items used 3 times	131	2.6	90.6
Items used 4 times	92	1.8	92.4
Items used 5 times	68	1.3	93.7
Items used 6-10 times	161	3.2	96.9
Items used 11-15 times	70	1.4	98.3
Items used 16-30 times	77	1.5	99.8
Items used 31 or more times	5	.1	99.9

University of Arizona Main Library. Improper utilization appears to stem from the fact that the material which is placed on reserve by the faculty member is little used. The reason for the little use of materials could lie in the fact that assignments made by instructors are not being completed by the student, or that instructors do not understand the purpose of the reserve system. The purpose of the reserve system normally is to supply items in short supply to students on a limited time basis. It would be the judgement of the writer that perhaps the instructors making use of the reserve system are placing reading lists rather than reserve lists in the reserve collection.

It is evident that instructors are not making proper use of the reserve system, and that they must be educated to the purposes and uses of the Reserve Library.

COST ANALYSIS OF THE RESERVE

The phase of the study that dealt with cost analysis of the reserve system could have been accomplished in a number of ways; however, a simple cost analysis has been done which compares the number of titles (1883) with the amount of money actually spent on salaries ($1506.55). A division of the number of titles by the cost of salaries yields a single item cost of $1.25 per title placed on reserve.

This figure of $1.25 represents a cost reflected only in salaries, and does in no way reflect the hidden costs for (1) materials, (2) extensive use of campus mail facilities, (3) unaccountable amounts of time by supervisory personnel, or (4) use of valuable space which could be better utilized by other areas of the library.

The material which actually circulated six or more times cost an average of $4.62 per item, computed by dividing the number of usages of six or more into the cost of wages for the reserve workers.

SUMMARY AND CONCLUSIONS

The primary interest in a study of this kind is to see if the existing treatment is adequate, or to see if the problem could be solved equally another way.

From the information in the preceding pages, it can be seen that 93.7% of all items that circulated could have been circulated an equal number of times, going through the standard circulation procedure which allows material to be used for seven days. The remaining 6.3% of the material which circulated more than five times in the session is the only material that merits special attention as a reserve collection.

Material which is in great demand could, in the absence of a reserve collection, be placed in the Reference

Collection or on open stacks in the Reserve Room where material may not be removed from the building.

If the reserve materials collection were to be eliminated, the staff could be redistributed to positions which would be more beneficial. With the money saved by eliminating the employee positions in the Reserve Room, additional copies of materials could be purchased and placed on the stacks for circulation to students.

The dilema of the reserve collection does not lie with the library, but stems from the instructor who either has a misconception of the purpose of the reserve materials collections or else is completely oblivious to the fact that his students are not reading the materials from his reserve list. The faculty member must certainly have a higher expectancy of student use of reserve material than is obviously the case.

In conclusion it should be stated again that this study is the result of study of only one five-week summer session. Further study should be done during an academic year. This study could include a faculty questionnaire of expected usage by students of material placed on reserve.

APPENDIXES

APPENDIX A

Reserve Book Room

THE UNIVERSITY OF ARIZONA LIBRARY

Placing Books on Reserve

Please use the attached form in submitting the lists of books you would like to have on Reserve for your classes next term. Additional forms will be sent to you upon request.

With more than 7,500 items on reserve for over 400 professors, the Reserve Book Room is developing an acute shortage of shelf space. For this reason, you are requested to place on Reserve only those books which receive frequent and regular use. Books placed on reserve to be "available," "examined," or "glanced over,"which are seldom if ever checked out, are taking up excessive space and are tied up from use by other students. In order to help us give you and your students better service, it is requested that you revise lists presently on Reserve, removing all titles which do not receive frequent and regular use. With your cooperation we can continue putting new lists on reserve.

Be sure the Reserve Book form is complete before sending it to us. Include (1) department name, (2) course name, (3) your name, (4) authors and titles of books, and (5) call numbers. Please check the Library catalog for the correct call number. Because of problems involved in locating and processing books, we can no longer process titles with incorrect call numbers. Please note that the Reserve Book Room must be notified by no later than 10 days before the end of a term if materials are to be kept on Reserve beyond one semester. Otherwise they will be removed.

If you wish personal materials placed on Reserve, these will be returned to you at the end of the term; however, if a book is one which you feel should be in the library's holdings (and is not a text, reprint, etc.) please fill out an order form for it as well as lending it to us for reserve use.

Please give your reserve list to your students ONLY AFTER you have been notified by mail that the Reserve Book Room has processed your list. Books in one building cannot be placed on Reserve in another building.

Send all lists to: Reserve Books
____ Main Library
____ Science Division
____ Music Collection, College of Fine Arts
____ Instructional Materials Collection, College of Education

Requested by:_____
(date)

UAL #28A
Rev. 4-71

Term

_____
_____
_____
_____

APPENDIX B

Course_____
Instructor_____

Type of loan
2 hour _____
3 day _____
7 day _____

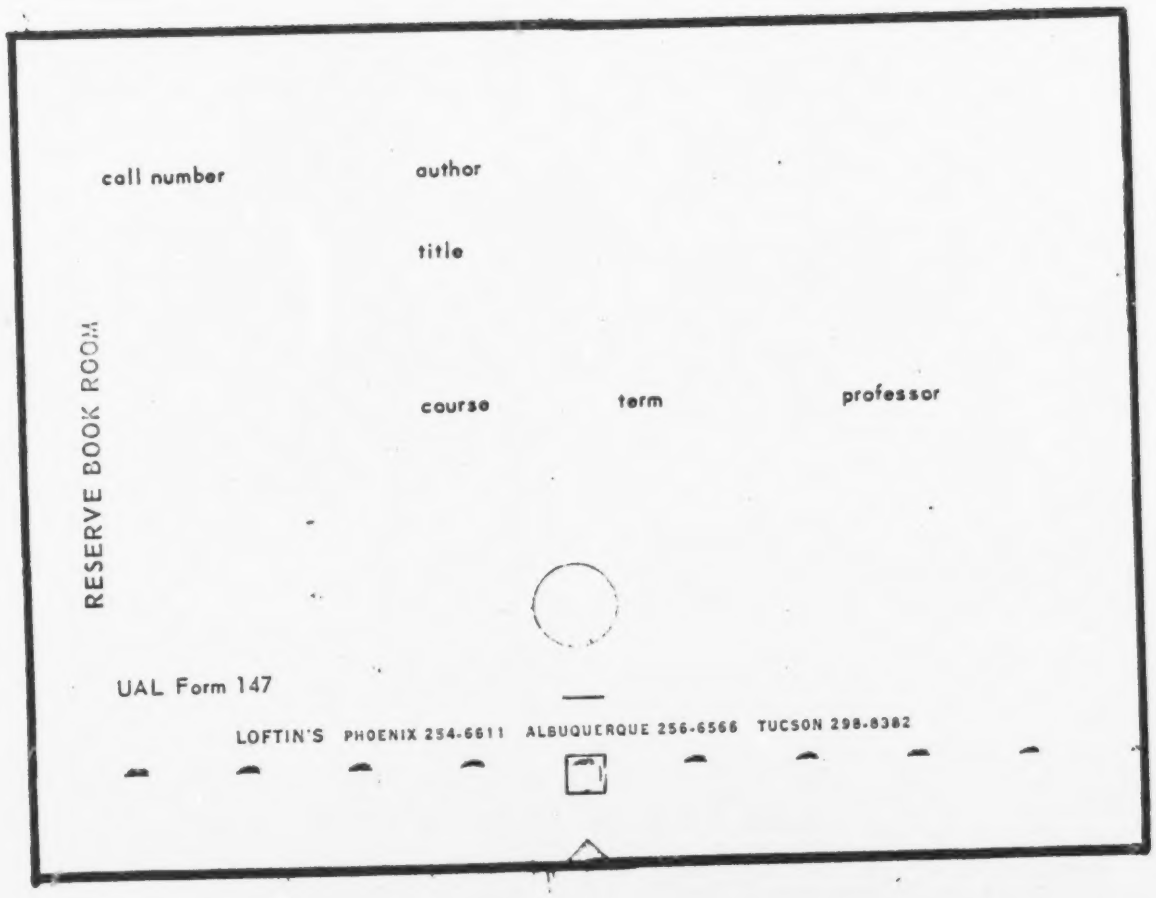
Reserve Book Room

UNIVERSITY OF ARIZONA
LIBRARY

Reserve Books

Call Number	Author	Title

APPENDIX C


call number
author
title
course
term
professor
RESERVE BOOK ROOM
UAL Form 147
LOFTIN'S PHOENIX 254-6611 ALBUQUERQUE 256-6566 TUCSON 298-8382

RESERVE BOOK CALL SLIP

University of Arizona Library

CALL NUMBER	due:
	asst:

books taken on this slip may be used only TWO HOURS unless permission is granted for longer loan.

author:

title:

signature:

print name:

address:

matriculation number:

phone number:

UAL Form #39